

Marc Sibson

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Profile

I'm a problem solving leader who loves challenges and growth. As a developer turned manager, my goal continues to be building high impact and delightful products, but now I'm focused on helping others thrive and excel while doing so. Building vision, culture and teams rather than code has taught me to appreciate the complexity, nuance and unpredictability people introduce into the system. I'm looking forward to broadening my horizons, learning from my peers and making a difference.

Work Experience

Director, Hyper Database - Salesforce Genie/Tableau

Apr 2021 - Present, Remote

- Stabilize existing legacy product, reducing: incidents, defects, customer escalations, developer toil and improve availability
- Refocus and rebuild engineering team, roadmap, product partnerships while driving developer productivity and growing team
- Seed and built new team, focused on ingesting Big Data into Hyper Analytical Database using Spark/k8s/Iceberg
- Drive conversations around async culture to reduce meetings and empower timezone diverse teams

Director, Salesforce Platform

Jul 2019 - Apr 2021, Remote

- Leading teams focused on deep seamless platform integrations between elastic cloud compute and Core CRM
- Deliver zero to one product, Salesforce Functions, Lambda-like functions with optimized DevEx for Salesforce Developers
- Collaborate with cross functional program team to deliver infrastructure built on internal k8s architecture
- Drove efforts to put legacy product into maintenance mode and create space for team to pivot to new product opportunities
- Facilitated experiential agile learning workshops to help team discover and address blind spots and opportunities for improvement

Engineering Manager, Heroku/Salesforce

Jun 2016 - Jul 2019, Remote

- Total ownership team responsible for strategic product, that drives YoY ACV growth for Heroku's fastest growing and most substantial business segment
- Encouraged and supported team member's personal and career growth, 2 Lead, 1 Principal and 1 Architect promotion within team
- Assumed day to day Product Manager responsibilities during extended search for new PM, including roadmap, customer de-escalations, and pre-sales
- Aggressively pursued new product vision that became foundational to Org wide pivot
- Utilized data backed approach, team surveys and cycle time, to guide fully remote team in building a healthy collaborative environment and increase ability to deliver high value/quality features
- Created additional capacity for team by reducing support escalations and interrupts, unpredictable ~30h/wk to ~5h/wk scheduled

Principal Member of Technical Staff, Heroku/Salesforce

Aug 2014 - Jun 2016, Remote

- Back-end distributed systems development of Heroku Connect, a cloud based bi-directional database synchronization SaaS for Salesforce Core CRM Data.

- Drove improvements to service reliability, including improving platform observability, managing architectural change and bootstrapping CI/CD efforts
- Built release confidence by introducing integration canaries, automated test coverage and performance optimization
- Django/REST control plane with runtime built around Celery Distributed Task queue

Full Stack Web Lead Engineer, Tindie

May 2013 - Aug 2014, Remote

- Full stack development for a two-sided marketplace startup
- Reduced AWS costs more than 60%, while improving reliability, performance and maintainability
- Led design and development of accounting, shipping, fraud detection, analytics and image management systems
- Demonstrated ability to work with a distributed international team in a startup environment

Lead Software Developer (Distributed Systems), Evertz Microsystems

April 2008 - May 2013, Remote

Senior Software Developer (Embedded Systems), Evertz Microsystems

April 2004 - 2008, Burlington, On

Strengths

- Building Trust:** With a combination of empathy, transparency and vulnerability. Resulting in high retention (relative to Org), increased feedback and psychological safety as reported by team.
- Ruthless Prioritization:** Focus, focus, focus and say no. Using WIP limits, Backlog + Icebox, relief valves (Hygiene Week, On-call, Hack week)
- Excelling while Making do:** Managed flat head count, while team supported exponential customer growth and balanced delivery of net new product
- Breaking Silos:** Gaining support from other teams by building relationships. Increased Customer Support effectiveness, Core Dev teams developed features for our use cases, created strategic alignment creating more opportunities to collaborate
- agile:** Quick iterations, to learn and grow quickly, rather than process perfection. Blameless retro to uncover lessons
- Technical:** Distributed Systems, Data Movement, Embedded Systems, Control Systems, Cross-platform Continuous Integration, Continuous Deployment, Build Processes
Python, C, HTML, JavaScript, C++, Java, PostgreSQL, Redis, Kafka, AWS, Django, Clery

Studies

Workshops

- Problem Solving Leadership *with Ester Derby and Don Grey*
- Software Leadership Seminar *with Marcus Blankenship*

Graduate Studies, Computer Science McMaster University

Sept 2002 - April 2004

- Awarded Ontario Graduate Scholarship
- Completed course work in Human Computer Interface, Combinatorics and Computing, Object Oriented Design, Independent Study - User Interface Tools
- Teaching Assistant responsible for creating assignments, grading, assisting students with questions, offering feedback and guidance for several undergraduate courses

Bachelor of Science, Summa Cum Laude, Honours Computer Science, McMaster University

September 1997 - April 2002

- Awarded Gerald L. Keech Medal (2002), Dr. R.A. Thompson Prize In Mathematics (2000), University Senate Scholarship (1998, 1999), and Dean's Honour List
- Recipient of NSERC Research Grant
- Created a real-time, multi-player, networked, cross-platform game engine and multiple games for senior thesis project.
- Studied Operating Systems, Computer Architecture, Computer Graphics, Data Structures, Software Engineering, Artificial Intelligence, Graph Theory, Linear Algebra and Combinatorics
- Teaching Assistant responsible for running tutorials, grading and online support
- Internship, Evertz Microsystems

Open Source

vncdotool

A command line VNC client. Useful to automating interactions with virtual machines or hardware devices that are otherwise difficult to control.

RedBeat

A Celery Beat Scheduler that stores the scheduled tasks and runtime metadata in Redis.